

CHAPTER 1:

GENERAL RFP INFORMATION

1. GENERAL INFORMATION:

1.1 PURPOSE OF THIS REQUEST FOR PROPOSALS

Through this Request for Proposals (RFP), the City of Seattle (the City) Department of Design, Construction and Land Use (DCLU) seeks to acquire an **ELECTRONIC DOCUMENT MANAGEMENT SYSTEM AND RELATED SOFTWARE, HARDWARE AND SERVICES**, hereinafter referred to as “EDMS.” The EDMS will automate archiving, storage and retrieval of imaged and other documents relating to permit and enforcement actions taken by the City’s Department of Design, Construction and Land Use (DCLU).

Through this RFP, the City specifically intends to procure the following:

- Integrated software package that includes, but is not limited to:
 - ◆ capture software,
 - ◆ electronic image/document management software,
 - ◆ viewer software,
 - ◆ workflow (as required)
- Associated implementation services, including, but not limited to:
 - ◆ application configuration and integration services,
 - ◆ data conversion service of existing microfiche, microfilm and other paper documents (as required)
 - ◆ software installation and setup,
 - ◆ interface development,
 - ◆ acceptance testing,
 - ◆ training
- System warranties and maintenance service
- System Documentation
- Supporting hardware, including hardware platform, scanners, storage devices, system software, and other products and services needed to fully install and implement the EDMS in the City’s operating environment.

The City desires to procure the most appropriate EDMS within its financial means from a qualified Vendor at a firm, fixed price. The City prefers to purchase a proven system that is already in use by other organizations and operating effectively.

A qualified vendor shall at a minimum have experience in providing electronic imaging/document management systems capable of: supporting 300 concurrent users, multiple objects (images, large scale images (e-size), native document formats), intranet/internet services, integration to existing applications, and storage capacity for 900,000 pages (including 100,000 E-sized pages) **per year**, plus up to 12 million pages of backfile conversion from Microfilm.

Sealed proposals shall be due at the time and place indicated in Section 2.3.

The City of Seattle Purchasing Representative is soliciting and conducting this acquisition on behalf of the City in accordance with Standard Operating Procedures P100-036

1.2 OVERVIEW OF THE DEPARTMENT OF DESIGN, CONSTRUCTION AND LAND USE

DCLU's mission is to serve the people of Seattle by developing, administering, and enforcing construction, land use and housing standards that protect public safety, enhance Seattle's natural and built environments, and recognize changing social and economic needs.

The department currently employs 350 people across the following programs:

- **Regulating Land Use**
This Program regulates land use and conditions and issues Master Use Permits, approves variances, change of use requests and short plats. The monitoring and enforcement of many of these regulatory actions can fall to inspectors in either the Regulating Construction Program or the Regulating and Maintaining Compliance Program. Problems and policy issues encountered in Regulating Land Use may be resolved in the Codes, Policies and Community Relations Program.
- **Regulating Construction**
This Program regulates construction within the City of Seattle. It reviews and issues permits for construction, electrical, mechanical, and other work associated with new construction or alteration to existing buildings. The program includes the inspection of work during construction to assure adherence to approved land use ordinances and conditions and to approved construction standards. When there are citizen complaints about an active construction project, inspectors from this program investigate and act on those complaints. When existing buildings are required to get a building permit to rectify a violation after having been cited by inspectors from the Regulating and Maintaining Compliance Program, inspectors from Regulating Construction will do follow-up inspections to verify that required work is done properly.
- **Regulating and Maintaining Compliance:**
This Program has two components: 1) the investigation of complaints made by citizens when they perceive violations of the Housing and Building Maintenance Code, the Land Use Code, or several other codes meant to regulate the quality of life in the built environment, and 2) the annual inspection of boiler and elevator installations and the licensing of boiler and elevator operators. This program has interrelationships with the prior three programs as already noted.
- **Codes, Policies, and Community Relation:**
This Program, in consultation with the Regulating Land Use, Regulating Construction, and Regulating and Maintaining Compliance Programs, and at the request of the Executive and/or the Legislative branch, develops new codes and policies or prepares clarifications and amendments when existing codes and policies are not resulting in the desired outcomes.
- **General Management**
This Program provides Information Technology, Records Management, Accounting, Financial Management and Human Resources infrastructure to support the operating programs of the Department.

1.3 PROJECT BACKGROUND

Through this RFP, DCLU seeks to automate the functions associated with the storage and retrieval of supporting documentation within its permit and enforcement process.

Currently, documents required during the active processing stages are kept in project folders and are routed manually to the appropriate personnel for processing. All related historical records, documents already processed by DCLU, are stored and retrieved via Microfiche and/or Microfilm. The Microfiche are currently sorted and stored by address.

Although this process has served the Department and the City well, it now does not meet the City's need for rapid and simultaneous electronic on-line access to records. As a result, DCLU is seeking to replace the existing system with a new Electronic Document Management System that more fully meets the demands of DCLU's current business operations.

Currently the City is implementing a new permit tracking system (Hansen Information Technologies). It is a City requirement that the EDMS be integrated to the Hansen Information Technologies System.

1.4 PROJECT – APPLICATION DESIGN

An Application Design can be found in Appendix C.

2. ACQUISITION ADMINISTRATION REQUIREMENTS

2.1 INTRODUCTION

This section of the RFP details the procedures, which the City has established for managing and directing the RFP process. The purpose of these procedures is to ensure that the City receives proposals through an open, competitive process. These procedures also ensure that Proposers receive fair and equitable treatment in the solicitation, receipt, and review of their Proposals. In the event that there is an ambiguity in the RFP, the ambiguity will be interpreted with these principles in mind.

The City may, at its option, reject the proposal of any Proposer who fails to comply with any procedures in these Administrative Requirements.

2.2 COMMUNICATIONS WITH THE CITY

All Vendor communications concerning this acquisition must be directed to the City's RFP Coordinator or her representative. The City's RFP Coordinator is:

Vivian Uno, Senior Buyer

700 - Third Avenue #910

Seattle, WA 98104-1808

Telephone: (206) 684-0449

FAX: (206) 233-5155

Internet: Vivian.Uno@ci.seattle.wa.us

Unless authorized by the RFP Coordinator, no City of Seattle official, employee or consultant is empowered to speak for the City with respect to this acquisition. Vendors are advised that information, clarification, or interpretations from other City officials, employees or consultants should be used at a Vendor's own risk, and that the City shall not be bound by any such representations.

Vendors are cautioned against contacting any City official, employee or consultant other than the RFP Coordinator. Failure to observe this requirement may result in the disqualification of the Vendor's Proposal.

2.3 ACQUISITION SCHEDULE

The following table lists key tasks and milestones in the acquisition process and associated dates:

Task Description	Date
Letter of Interest to propose Due	June 28, 2000
Pre-Proposal conference, 1:30-3 p.m. PST Encouraged, but not required.	June 29, 2000
Final Questions and Requests no later than 5:00 p.m. PST	June 30, 2000
City Response to Questions and Issues Addenda	July 7, 2000*
Vendors Proposals Received no later than 5:00 p.m. PST	July 21, 2000
City conducts administrative review	July 24, 2000 – July 28, 2000*
City conducts full review of proposals (including reference checks)	July 31, 2000 – August 11, 2000*
City Notifies Finalist Vendors and Distributes Interview Questions and Demonstration Scripts	August 14, 2000*
Finalist Questions and Requests no later than 5:00 p.m. PST	August 18, 2000*
City conducts Vendor Interviews and Demonstrations	September 4, 2000 – September 22, 2000*
Best and Final Proposals, if necessary.	TBD
City Announces Apparent Successful Vendor and Contract Negotiations Commence	October 2, 2000*
City and Vendor Execute Contract	December 4, 2000*
Vendor Begins Installation	November 5, 2000*

* These dates are only estimates

2.4 PERIOD OF VALIDITY OF PROPOSAL

The Vendor must certify that its proposal will remain in effect for 90 days after the Proposal Due Date. The City may request an extension beyond the 90 days. A statement is contained in the Chapter 2, Section 1, and Form 1, the proposal Certification, which satisfies this requirement.

2.5 NON-COLLUSION

Vendors must submit the Non-collusion Certificate Chapter 2, Section 1, and Form 2. The certificate must be signed and notarized and returned with the proposal.

2.6 PROPOSAL PREPARATION AND SUBMISSION INFORMATION

Vendors must prepare proposals electronically using the forms and instructions provided in Chapter 2.

Submission directions are as follows:

Due Date:	Proposals must arrive at the City of Seattle by Friday, July 21, 2000 at 5:00 p.m. (Pacific Standard Time). Proposals arriving after the deadline will be returned unopened
Address for Submission:	City of Seattle, Department of Administration Services Purchasing Services Section Attn: Vivian Uno Arctic Building Room 910 700 Third Avenue Seattle, WA 98104-1803
Number of Copies:	An original, plus six (6) bound copies (three-ring binders) and one electronic copy (MS Word 97) on 3.5 inch diskette or CD-Rom, of the Vendor's proposal in its entirety must be received at the City of Seattle Department of Administrative Services, Purchasing Services Section. The city will not accept facsimile proposals.
Production:	Separate each section of your proposal with tabs.
Notice:	The City assumes no responsibility for delays caused by the U.S. Postal Service or any other delivery service. Late proposals will not be accepted, nor will additional time be granted to individual Vendors unless the City extends the required submittal date for all Vendors. Proposals must address all requirements of this RFP. Failure to do so may result in the proposal being rejected as non-responsive.

2.7 LETTER OF INTENT TO PROPOSE

Vendors must submit a Letter of Intent to Propose, if they wish to receive addenda to this RFP (if any) answers to questions posed by other Vendors, or related information. The Letter of Intent should be submitted to the RFP Coordinator by the due date listed in the Acquisition Schedule provided in Section 2.3. In addition to U.S. postal or other mail, letters sent via facsimile or Internet will be accepted.

The City will consider this letter as a statement of intent only, without further obligation to the Vendor.

The Letter of Intent must designate the officer, employee, or agent who will officially represent the Vendor for all communications through the entire process of this acquisition. The following information should be provided for this individual:

- Name
- Title
- Company Name
- Mailing Address
- Telephone Number
- Facsimile Number
- Internet Address

A list of all Vendors submitting a Letter of Intent will be available upon request.

2.8 VENDOR QUESTIONS

Vendors who have questions about this RFP must direct them to the RFP Coordinator. Vendors may submit questions in writing via mail, fax, or e-mail, or may ask them at the Pre-Proposal Conference. Vendors who wish to have specific questions, comments, requests or clarifications addressed at the Pre-Proposal Conference should submit them in writing or by fax to the RFP Coordinator at least 2 days prior to the scheduled date of the Pre-Proposal Conference. (For more information on the Pre-Proposal Conference, see the following section).

After the Conference, the final deadline for submitting questions is **JUNE 30, 2000**.

Answers to Vendors' questions will be provided in writing by the City and distributed as addenda to all Vendors who submit a Letter of Intent.

Failure to request clarification of any inadequacy, omission or conflict will not relieve the Proposer of any of its responsibilities under this bid or any subsequent contract.

2.9 PRE-PROPOSAL CONFERENCE

The City will conduct a Pre-Proposal Conference to allow Vendors the opportunity to obtain clarification of this RFP. **Vendors are encouraged but not required to attend the Pre-Proposal Conference.** Details are as follows:

Date:	JUNE 29, 2000
Time:	1:30 – 3:00 PST
Location:	RMC Conference Room 710 Second Avenue – 7 th Floor Dexter Horton Building Seattle, WA 98104

For directions to this facility, contact the RFP Coordinator.

2.10 ADDENDA TO THIS RFP

Changes to this RFP will be made only by formal written addendum issued by the City's RFP Coordinator. Any such addendum will be issued no later than the time listed in the Acquisition Schedule and will be mailed to all Vendors who submit Letters of Intent.

Addenda to this RFP may be made by the City, if in the sole judgment of the City, the changes will not compromise the City's objectives in this acquisition.

All addenda issued shall become a part of the specifications of this RFP, and will be made part of the contract.

3. RIGHTS, OBLIGATIONS, AND AGREEMENTS

3.1 COST OF PREPARING PROPOSALS

The City will not be liable for any costs incurred by Vendors in the preparation and presentation of proposals submitted in response to the RFP or in the participation in demonstrations.

3.2 MULTIPLE PROPOSALS

Vendors may submit more than one proposal in response to this RFP. However, each proposal must be a separate, complete package, which can be considered independently of any other proposal from the same Vendor.

3.3 ERRORS IN PROPOSALS

Vendors are responsible for all errors or omissions in their proposal, and any such errors or omissions will not diminish their obligations to the City.

3.4 CHANGES IN PROPOSALS:

Prior to the proposal due date and time, changes may be made provided the change is initialed and dated by Vendor. If the intent of the Proposer is not clearly identifiable, the interpretation most advantageous to the City will prevail.

3.5 WITHDRAWALS OF PROPOSALS

A Vendor may withdraw its proposal by making a written request to the RFP Coordinator prior to proposal due date and time.

3.6 REJECTION OF PROPOSALS

The City reserves the right to reject any or all proposals at any time with no penalty and to waive immaterial defects and minor irregularities in proposals.

If it is determined that a person or firm has used inside information in submitting a proposal in responses to the RFP, then the proposal will be rejected.

3.7 PROPRIETARY MATERIAL

The City will attempt to protect legitimate trade secrets of any Vendor. Examples of such information would be unpublished descriptions of proprietary aspects of the proposed system. Any proprietary information contained in the proposal must be clearly designated as such and should be separately bound and labeled with the words "Proprietary Information." Appropriate references to this separately bound information must be made in the body of the proposal.

Marking all or nearly all of the proposal as proprietary may result in the rejection of the proposal. The City may reject any proposal it cannot fairly evaluate without the information marked proprietary.

3.8 PUBLIC RECORDS DISCLOSURE

Vendors should be aware that the City is required by law to make its records available for public inspection, with certain exceptions (see RCW Chapter 42.17). It is the City's belief that this legal obligation would not require the disclosure of proprietary descriptive information that contains valuable designs, drawing or formulae. However, the Vendor, by submission of materials marked proprietary, acknowledges and agrees that the City will have no obligation of liability to the Vendor in the event that the City must disclose these materials.

3.9 PROPOSAL DISPOSITION

All material submitted in response to this RFP, except for proprietary material, shall become the property of the City upon delivery to the City's RFP Coordinator.

3.10 CLARIFICATION OF PROPOSALS

The City reserves the right to obtain clarification of any point in a Vendor's proposal or to obtain additional information necessary to evaluate a proposal. Failure of a Vendor to respond to such a request for additional information or clarification may result in rejection of the Vendor's proposal.

Such request for clarification shall be made at the sole discretion of the City, and the City's retention of this right shall in no way reduce the responsibility of Vendors to submit complete, accurate and clear proposals.

3.11 PROTESTS

Any protest of a notice of intent to award or of a notice that a proposal is non-responsive must be filed by 5:00 PM on the fifth business day after such notification. All such protests shall be in writing, contain a complete statement of the grounds for protest, and be filed with the Purchasing Manager, 700 Third Avenue, #910, Seattle, WA 98104-1808, FAX 206-233-5155.

Protesting parties must demonstrate as part of their protest that they made every reasonable effort within the schedule and procedures of this RFP to resolve the basis or bases of their protest during the acquisition process, including asking questions, seeking clarifications, requesting addenda, and otherwise alerting the City to perceived problems so that corrective action could be taken prior to the selection of the apparent successful Vendor. The City will not consider any protest based on items, which could have been or should have been raised prior to the deadline for submitting questions or requesting addenda. The filing of a protest shall not prevent the City from executing a contract with any other Vendor.

3.12 INCORPORATION OF RFP AND PROPOSAL IN CONTRACT

This RFP and the Vendor's response, including all promises, warranties, commitments and representations made in the successful proposal, shall be binding and incorporated by reference in the contract.

3.13 PRIME CONTRACT RESPONSIBILITY

If a Proposal includes equipment, materials, or services available from others, it is mandatory for the Vendor to act as Prime Contractor for the procurement of all products proposed. In this role, the Prime Contractor must be the sole point of contact with regard to contractual issues including payment of any and all charges resulting from the purchase of the proposed software, and services. The Prime Contractor must take full responsibility for the entire project including training, demonstration, delivery, installation, and acceptance testing of all items proposed. The prime contractor must also provide maintenance and warranty for its products and pass through warranties of other vendors.

3.14 PROPOSAL AND PERFORMANCE BONDS

Proposal Bond

A proposal bond will not be required.

Performance Bond

The Successful Vendor shall be required to furnish a performance (contract) bond, or an equivalent as approved by the City, in an amount equivalent to the contract price plus sales or use tax within ten (10) calendar days after contract execution.

3.15 INSURANCE REQUIREMENTS

The City's insurance requirements are presented in Appendix D.

4. EVALUATION OF PROPOSALS

4.1 EVALUATION PROCESS

The City will evaluate vendors via the following process (steps):

1. Proposals will be reviewed by the City Purchasing Services Section for compliance with Sections 2.0 and 4.0, Acquisition Process and Vendor Proposal. Proposals that comply will go on to Step 2.
2. Proposals will be reviewed by the Evaluation Committee for compliance with the requirements as identified in Section 4. Proposals that comply will go to Step 3.
3. Each proposal meeting the requirements of Steps 1 and 2 will be evaluated and scored by the Evaluation Committee.

The Evaluation Committee will identify the most qualified proposals. The selected vendor(s) will be notified by phone and mail of their selection. Only those selected will proceed to Step 4.

4. Customer references of the selected Vendors will be contacted by a member(s) of the Evaluation Committee. The references will be asked a number of questions regarding their experience in using the Vendor-supplied system. Vendors will be scored based on the responses of the references.
5. The selected Vendors will be required to demonstrate their proposed System(s). Selected components of this demonstration will be scored.
6. The committee will then produce a preliminary scoring and ranking of the Vendors based on all of aforementioned evaluation processes and forward this information to the DCLU Director, or his designee.
7. The DCLU Director and the City Director of Contracting Services will review the scoring and ranking of the Vendors submitted by the Evaluation Committee, evaluate any other findings or factors deemed appropriate for this acquisition and select and announce the Apparent Successful Vendor.
8. The City will initiate contract negotiations with the Apparent Successful Vendor. The contract terms and conditions included in Appendix A of the RFP will be the basis for such negotiations.

4.2 EVALUATION METHODOLOGY

- 4.2.1 PROPOSAL EVALUATION:** A scoring matrix will be constructed before the due date for proposals. This matrix will be based on the areas of evaluation and criteria described in this section. Each specification will be assigned a weight reflecting its relative importance to the City as follows:

Criteria	Weight
Vendor Qualifications	20%
System Functionality	20%
System Technical Architecture	15%
Implementation Approach	10%
Support and Maintenance	15%
Financial Proposals	20%
Total	100%

- 4.2.2 LIVE DEMONSTRATIONS (FINALIST ONLY):** A scoring matrix will be constructed before the due date for proposals. This matrix will be based on the areas of evaluation and criteria described in this section. Each specification will be assigned a weight reflecting its relative importance to the City as follows:

Criteria	Weight
Vendor Interviews	40%
Live Demonstrations	40%
Customer Reference	20%
Total	100%

4.3 REQUIREMENTS OF VENDOR DEMONSTRATIONS AND INTERVIEWS

4.3.1 OVERVIEW

The City will invite finalists from the initial evaluation of proposals to perform live demonstrations of their systems *using scripts provided by the City*. Each finalist demonstration will last two (2) days.

Finalists should prepare to conduct demonstrations on the technical platform (i.e., hardware, operating system and database) they are proposing.

During demonstration sessions, the selection committee would like to meet the key project team members of each finalist. Finalists should arrange to have team members attend. The draft demonstration scripts are provided in Appendix **E**.

The interview sessions are intended to be a questions and answer session. The topics and major points of interest for each session are outlined in Appendix **E**.

The City reserves the right to request additional demonstrations beyond the initial round of demonstrations.

4.3.2 DEMONSTRATION SITE

The City plans to hold the vendor demonstrations and interview at a City facility.

4.3.3 DEMONSTRATION TEAM

The City Demonstration team will be comprised of members of the Proposal Evaluation team and may include other business and technical personnel at the City's discretion.

4.3.4 DEMONSTRATION PROTOCOL

Vendors who have questions about this stage of the RFP process must direct them to the RFP Coordinator. Vendors may submit questions in writing, via mail, fax, e-mail.

The Final deadline for submitting questions regarding the demonstration is **Friday August 18, 2000 at 5:00 p.m.** (Pacific Standard Time)

Answers to Vendors' questions will be provided in writing by the City and distributed as addenda to all finalists.

Failure to request clarification on any inadequacy, omission or conflict will not relieve the Proposer of any of its responsibilities under this bid or any subsequent contract.

Atleast one week prior to the Vendors' schedule demonstration date, the Vendor will provide the City with a list of components needed for conducting the demonstration as required by the demonstration scripts.

The City reserves the right to perform additional testing or ask additional questions as needed to fully explore a proposed solution.

4.3.5 DEMONSTRATION AGENDA

The anticipated agenda for Day 1 is as follows:

Agenda Item	Time
Welcome – Executive Overview	8:30-9:00 a.m.
Break – Setup for Demonstrations	9:00-9:30 a.m.
Vendor Demonstration #1	9:30-11:00 a.m.
Break	11:00-11:15 a.m.
Vendor Demonstration #2	11:15-12:30 a.m.
Lunch	12:30-11:30 p.m.
Vendor Demonstration #3	1:30-3:00 p.m.
Break	3:00-3:15 p.m.
Vendor Demonstration #4	3:15- 4:30 p.m.

The anticipated agenda for Day 2 is as follows:

Agenda Item	Time
System Architecture Discussion	8:30:-10:45 a.m.
Break	10:45-11:00 a.m.
Implementation Approach Discussion	12:00-2:00 p.m.
Break	2:00-2:30 p.m.
Financial Proposal Discussion	2:30-4:00 p.m.
Open	1:45- 3:30 p.m.

4.4 BEST AND FINAL PROPOSALS

The city reserves the right to request Best and Final Proposals from finalists. The City will specify the format and content of these proposals if and when they are requested.

5. VENDOR PROPOSAL:

5.1 INSTRUCTIONS

5.1.1 FORMAT:

Proposals should be prepared on standard 8 ½ X 11” paper. Foldouts containing cards, spreadsheets, etc., are permissible, but should be kept to a minimum. The pages should be double sided and bound (3 ring binder) with tabs separating the major sections. Manuals and other reference documentation may be bound separately, if desired. The Vendor shall submit the original, plus five (6) bound copies, one (1) unbound copy, and one electronic copy (in Word 97) on 3.5 inch diskette or CD-ROM. The Vendor is not required to provide manuals and other reference documentation in electronic form.

Proposals must reference each requirement in Chapter 2 using the exact alpha-numeric designation listed in this RFP. The preferred format of the proposal for Chapter 2 responses is to use the electronic form provided by the City and insert the Vendor response immediately following the requirement. Any references to other documents can be included in the response.

The Vendor may provide additional reference materials to document or verify by specific reference the Vendor’s claims for software functionality and performance.

5.1.2 READABILITY

Vendors are advised that the City’s ability to conduct a thorough evaluation of proposals is dependent on the Vendors’ ability and willingness to submit proposals which are well-ordered, detailed, comprehensive, and readable. Clarity of language and adequate, accessible documentation is essential, as is the Vendor’s responsibility.

5.1.3 PROPOSAL CONTENTS

The proposal must conform to the vendor submittal outline in section 2.6. Please respond to each of the requirements in this section.

5.2 VENDOR SUBMITTAL

TRANSMITTAL LETTER:

A transmittal letter on the Vendor's letterhead must certify that the initial cost information covers all expected applicable costs associated with the project as proposed, excluding external interfaces. The letter must be signed by an officer or employee empowered to legally bind the company. The prices included must represent the Vendor's best estimate of the actual costs that will be associated with implementing and delivering the proposed system.

The letter should also identify the person who will act as the primary contact throughout the proposal evaluation process. Include the person's position in the organization, a mailing address, telephone number, facsimile number, and E-mail address, if available.